

# Understanding method of User Needs at the JPO

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Deputy Director, Quality Management Office

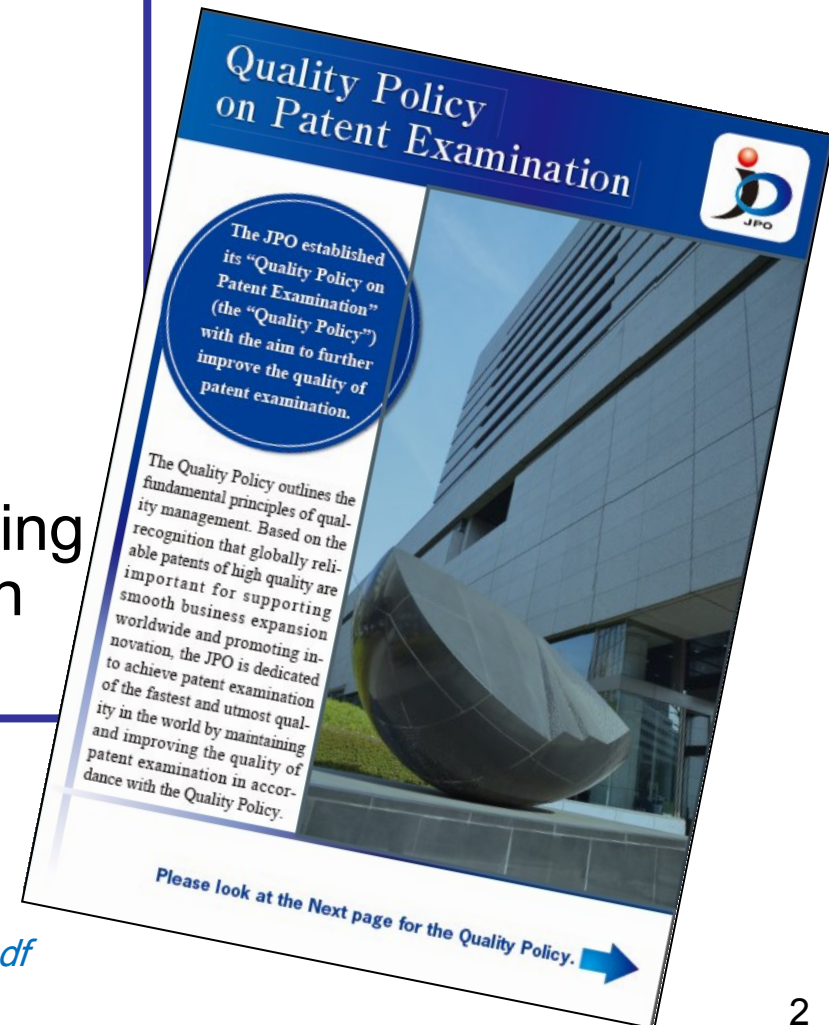
1. Importance of Understanding User Needs

2. Methods of Understanding User Needs

3. Reflection of User Needs in initiatives

# 1.Importance of Understanding User Needs

- The JPO released its “Quality Policy on Patent Examination” with the aim of further improving the quality of patent examination.
- This quality policy outlines the fundamental principles of quality management in patent examination.
- The JPO make efforts toward enhancing quality of patent examination based on this quality policy.



Quality Policy on Patent Examination is available at  
[http://www.jpo.go.jp/seido\\_e/s\\_gaiyou\\_e/pdf/patent\\_policy/policy.pdf](http://www.jpo.go.jp/seido_e/s_gaiyou_e/pdf/patent_policy/policy.pdf)

## Fundamental Principles in Quality policy

- “We grant robust, broad and valuable patents.”
- “We meet wide-ranging needs and expectations.”
  - ✓ High-quality patent examination has to satisfy users.
  - ✓ It is necessary to consider that patents can provide benefits and satisfaction to the society and its people.
- “We all dedicate ourselves to improving quality, cooperating with concerned persons and parties.”
- “We contribute to improving the quality of patent examination globally.”
- “We continually improve operations.”
- “We raise the knowledge and capabilities of our staff.”

## Importance of Understanding User Needs

- Meeting to users'(customers') requirements is a crucial concept in general quality management
- External evaluation (especially from users) is necessary to follow PDCA cycle
- External evaluation is also one of the important index on examination quality at the JPO

## 1. Importance of Understanding User Needs

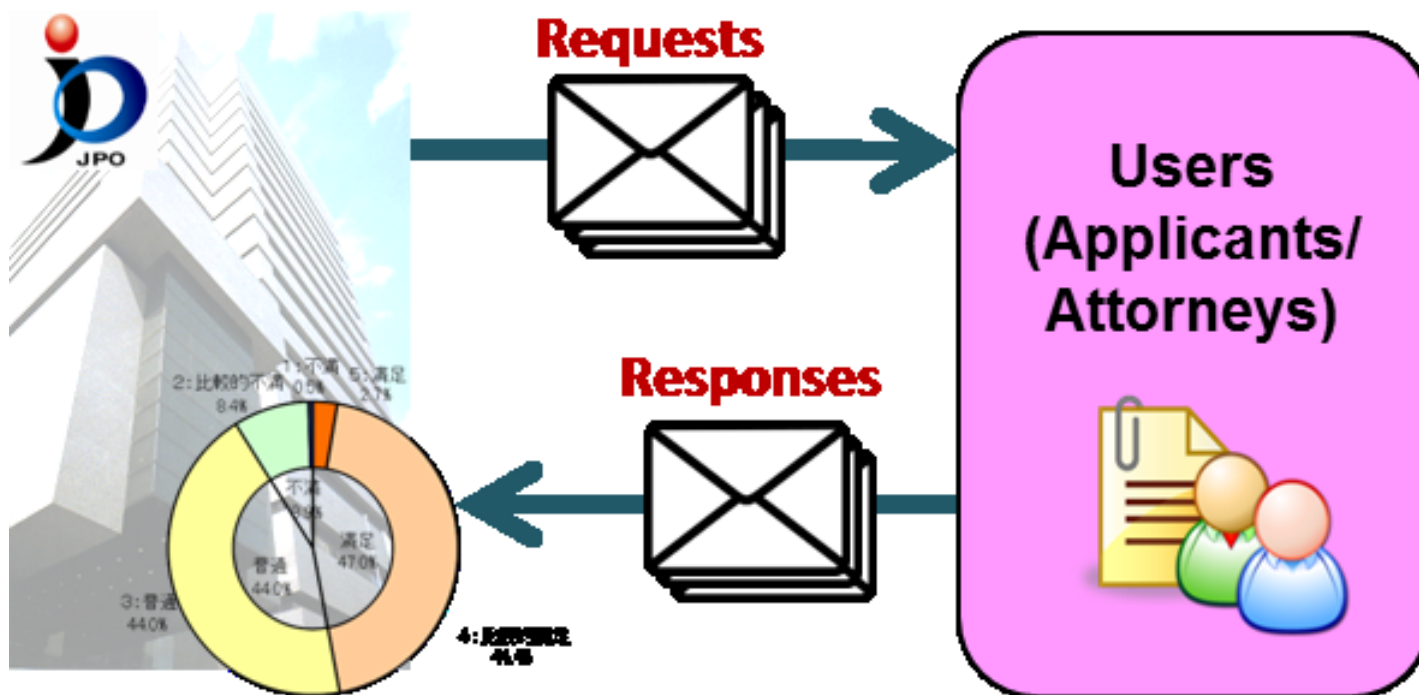
## 2. Methods of Understanding User Needs

- i. User Satisfaction Survey
- ii. Acceptance of Opinions on Examination Quality
- iii. Meeting with Users on Examination Quality

## 3. Reflection of User Needs in initiatives

## 2.i. User Satisfaction Survey

- Since fiscal year 2012, the JPO has been conducting user satisfaction surveys every year, in order to understand the needs and expectations of users



High response rates of  
around 90%!!

## 2.i. User Satisfaction Survey

Type of Questionnaires, Respondents and Number

### National Application Examinations

Type of questionnaires	Respondents	Number
(A) Overall Quality in General	National Applicants	578 users
	Foreign Applicants	59 users
	Attorneys	50 users
(B) Quality on Specified Applications	<b>2,008 applications(※)</b> (patent grant or final rejection in 2016)	

※random sampling

### International Searches and International Preliminary Examinations

Type of questionnaires	Respondents	Number
(C) Overall Quality in General	National applicants	302 users
	Attorneys	30 users
(D) Quality on Specified Applications	<b>730 applications (※)</b> (International search report or international preliminary examination report in 2016)	

※random sampling



### Questionnaire for Overall Quality in General

#### ✓ Evaluation Items

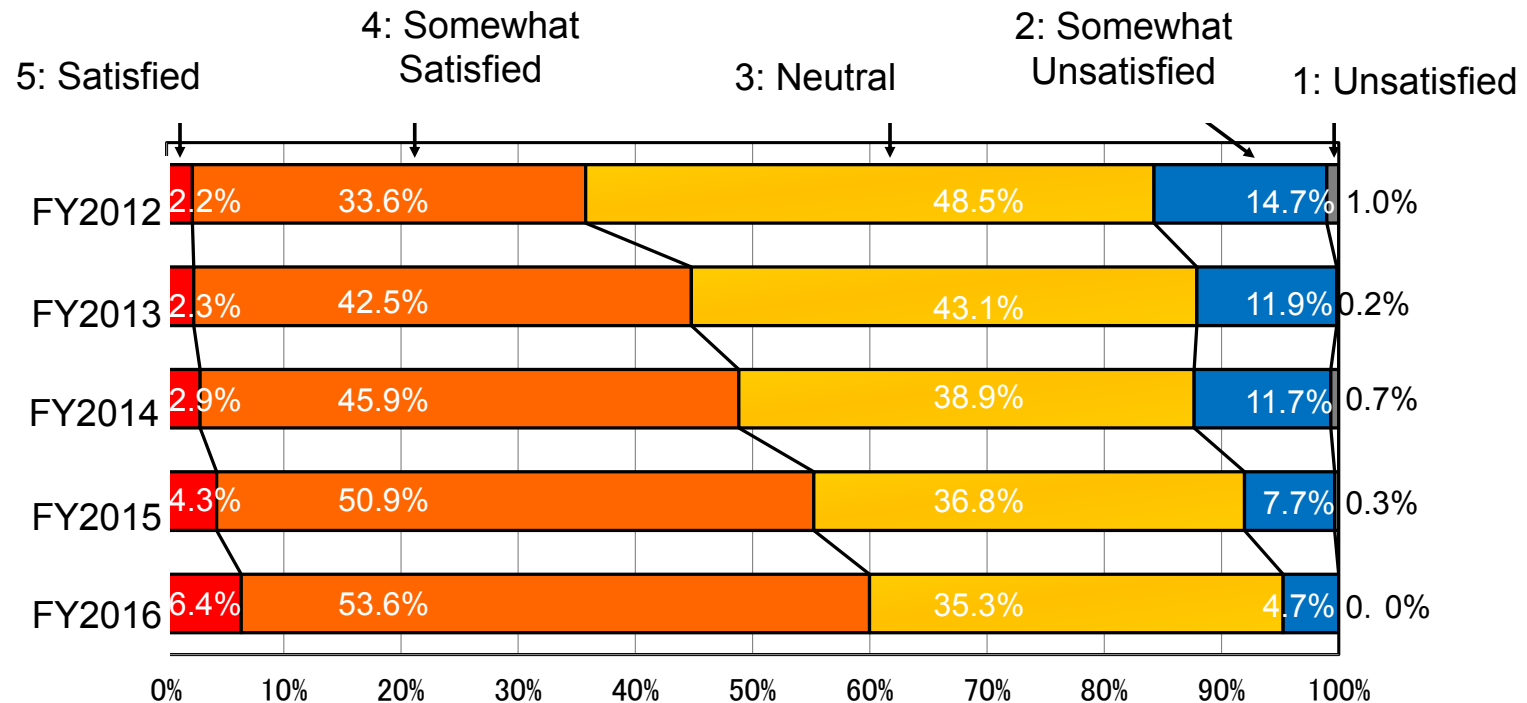
- Overall quality on patent examination
- Searches (domestic patent / foreign patent / non-patent)
- Descriptions in notifications of reasons refusal/decision of refusal
- Proper application of legal wordings(novelty/inventive step/clarity, etc.)
- Consistency of judgements among examiners
- Level of examiners' expertise in technical details
- Communication (face-to-face interviews / telephone conversations)
- Scope of patent right granted as a result of examination

✓ **5-grade Evaluation to each item**

5:Satisfied, 4:Somewhat Satisfied, 3:Neutral,  
2:Somewhat Unsatisfied, 1:Unsatisfied



**Monitoring change over year**



**Level of satisfaction on the descriptions in notifications of reasons refusal**

### Detailed Analysis on Users' Opinion

#### ✓ Reasons why users are satisfied / unsatisfied on Specified Application

#### Example of the reasons

- Searches
- Descriptions in notifications of reasons refusal/decision of refusal
- Proper application of legal wordings(novelty/inventive step/clarity, etc.)

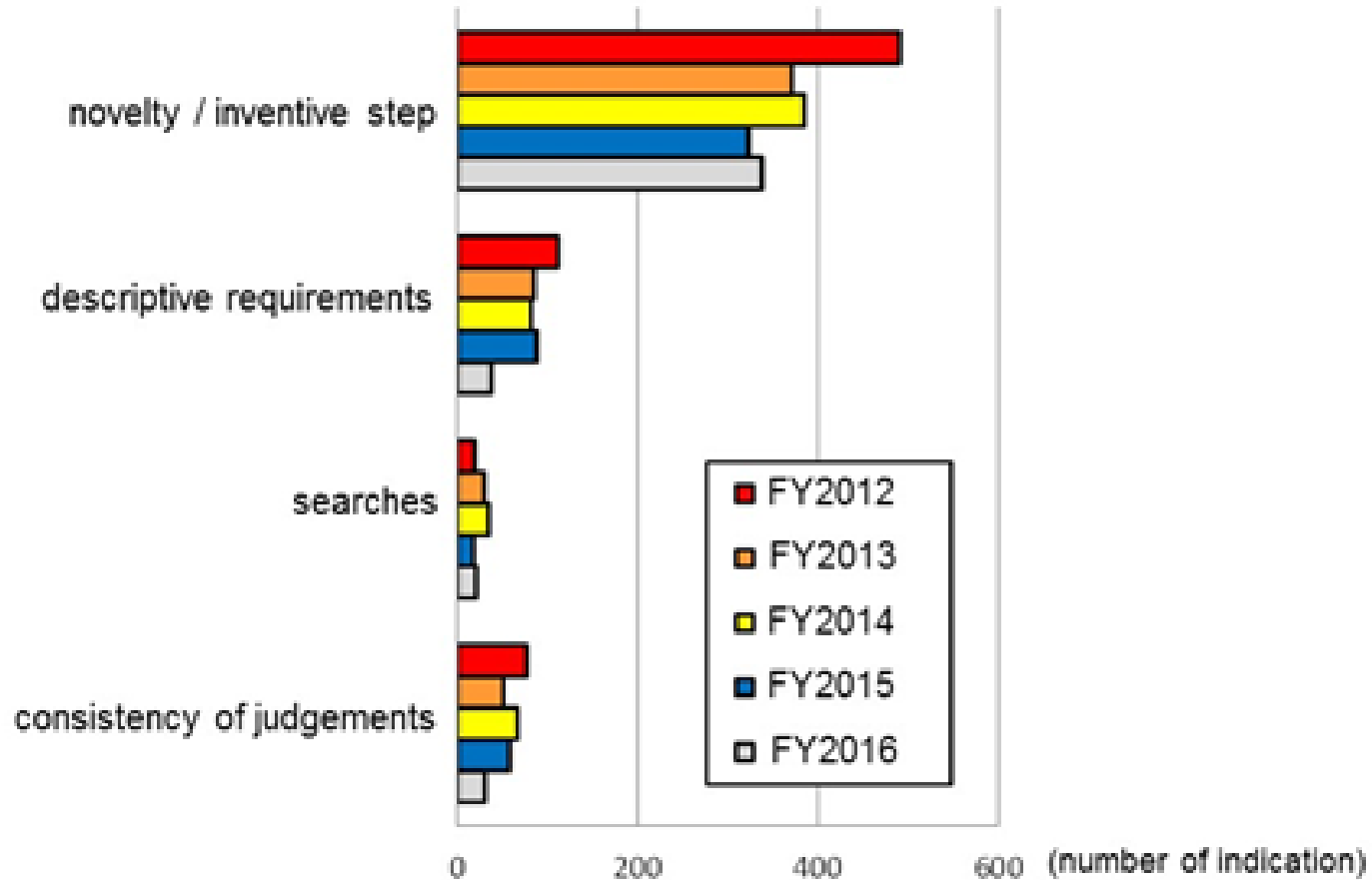


**Analysis of Reasons why users are satisfied / unsatisfied**

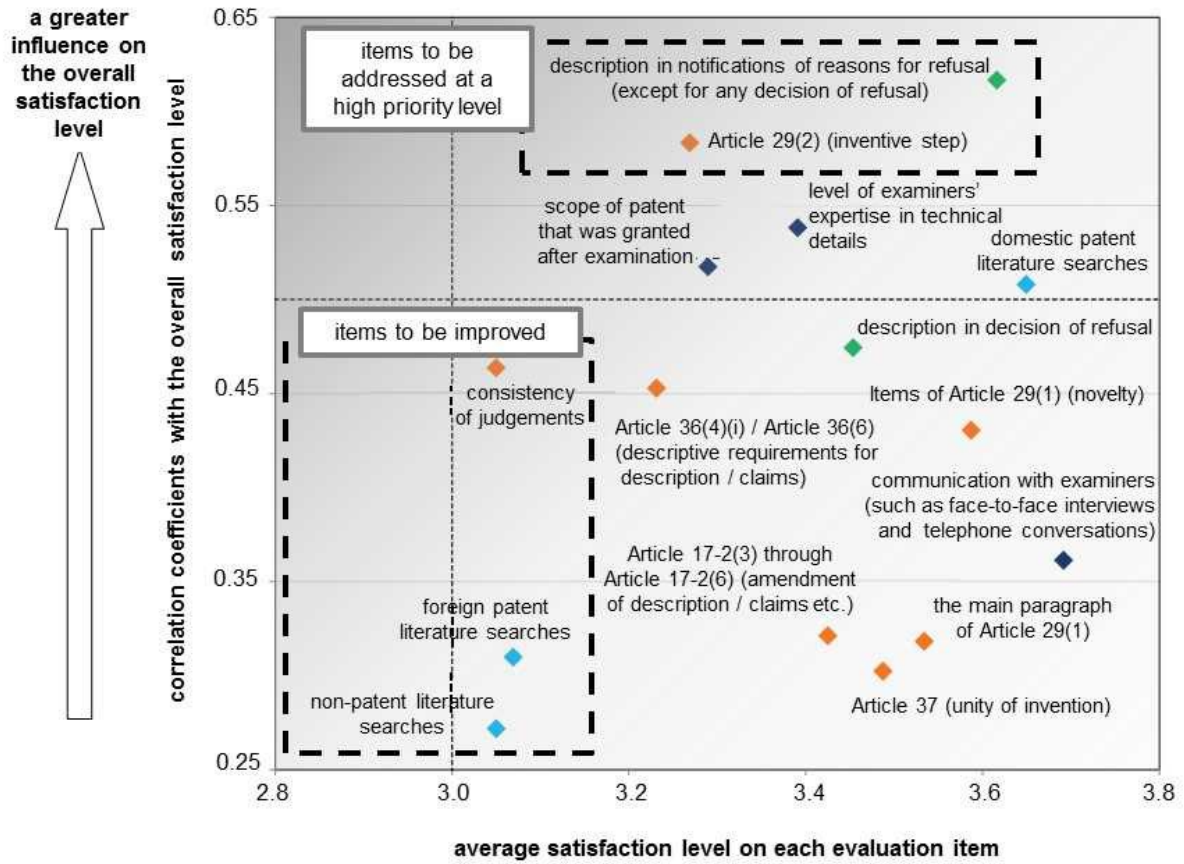


**Feedback to Examination Divisions**

### The number of unsatisfied opinions in User Satisfaction Survey

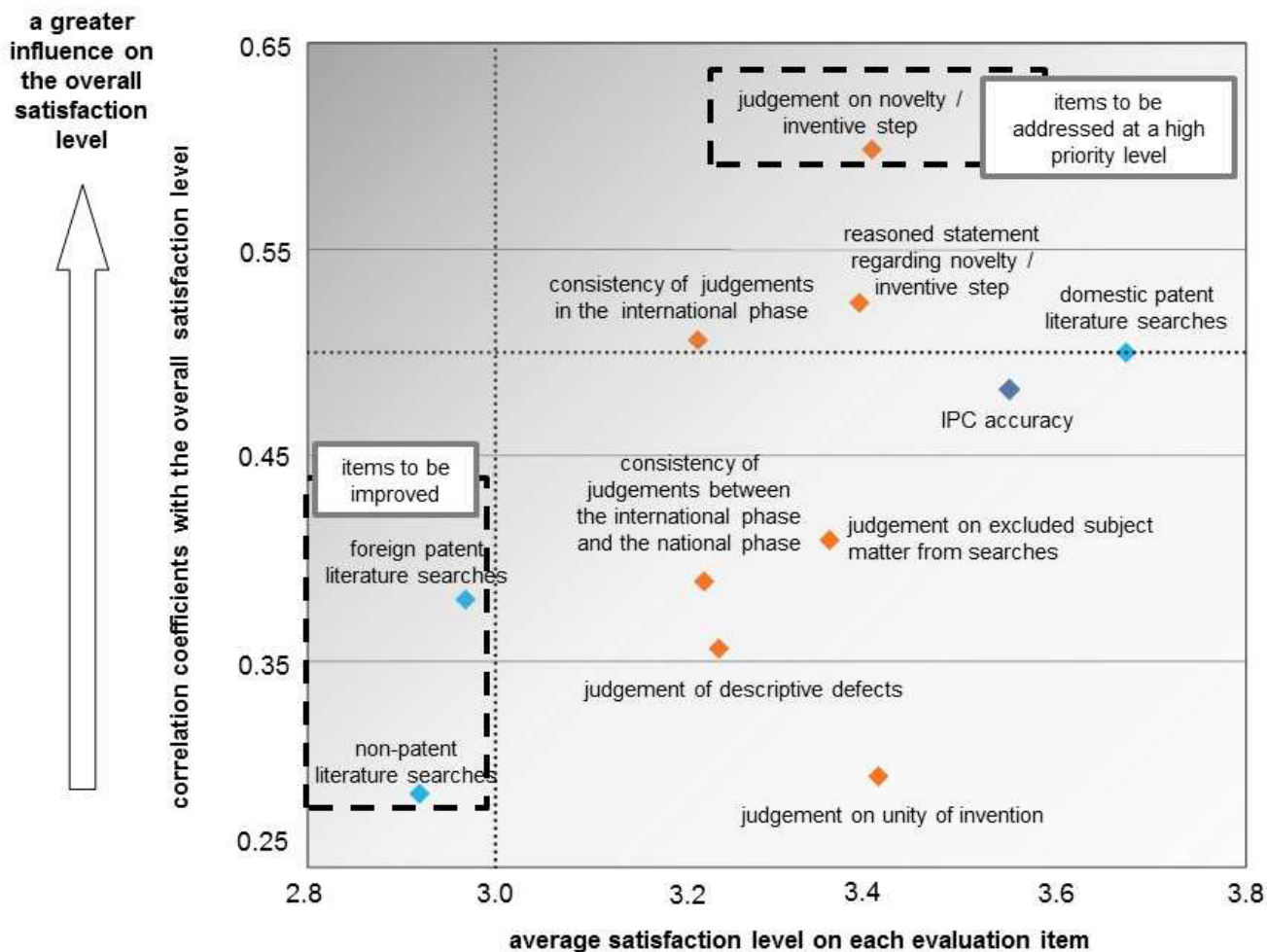


- We analyzed how much the level of user satisfaction on each item affects the overall level of satisfaction on patent examination quality, in order to visualize the priorities.
- The low satisfaction level and the high correlation coefficient of the overall level of satisfaction (Upper left side in darker background) are useful indications to recognize areas of priority.



## 2.i. User Satisfaction Survey

### Visualized Analysis on International Searches and International Preliminary Examinations



# 3. User Satisfaction Survey: Report to Users

## JPO website

[Home](#) > [Obtaining IP Rights](#) > [Examination Quality Management](#) > [Examination Quality Management of the JPO](#) > [Quality Management of Patent Examination](#) > Report on FY2016 Annual User Satisfaction Survey on Patent Examination Quality

Obtaining IP Rights

- + Patents
  - Utility Models
- + Designs
- + Trademarks
- + Appeals/Trials
- + International Applications
- + Prosecutions for Overseas Applicants
- Examination Quality Management
  - Examination Quality Management of the JPO

### Report on FY2016 Annual User Satisfaction Survey on Patent Examination Quality

May 2017  
Quality Management Office  
Administrative Affairs Division

To achieve the utmost quality of the world in terms of patent examination, it is essential that continuous efforts be made for sustaining and enhancing the quality of patent examination, based on an accurate understanding of the needs and expectations of its users who include applicants and third parties. Therefore, the JPO has conducted a user satisfaction survey on patent examination annually since FY2012<sup>1)</sup>.

Like in the last four surveys, this survey also had a high response rate of around 90% from users. In this survey, the JPO received a level of satisfaction around 57% for the quality of its patent examination (the total of all responses of "Satisfied" and "Somewhat Satisfied" on a 5-point scale). Overall, this was a rather favorable level of satisfaction with the quality of patent examination. Meanwhile, some practices in patent examination are still sought to be improved in terms of quality.

Taking consideration of the results that were obtained from this survey, the JPO will make continuous efforts for sustaining and enhancing the quality of patent examination.

The JPO is sincerely grateful to all the users who took this survey.

[Report on FY2016 Annual User Satisfaction Survey on Patent Examination Quality \(summary\)\(PDF:0.4MB\)](#)

<sup>1)</sup> The JPO's fiscal year runs from April 1 to March 31.

*(Last updated 30 May 2017)*

#### Contact

Quality Management Office  
Administrative Affairs Division  
Patent and Design Examination Department  
Japan Patent Office  
TEL: +81-3-3581-1101 (ex. 3121)  
E-mail: [PAJAS@jpo.go.jp](mailto:PAJAS@jpo.go.jp)

Click!

Report on FY2016 Annual User Satisfaction Survey on Patent Examination Quality is available at

[http://www.jpo.go.jp/seido\\_e/quality\\_mgt/user\\_survey\\_fy2016.htm](http://www.jpo.go.jp/seido_e/quality_mgt/user_survey_fy2016.htm)

### JPO

#### Top management

- Commissioner
- Deputy Commissioner

#### Examination Division

- Directors
- Examiners

#### Administrative Affairs Division

- Quality Management Office

Exchange  
Opinions



### Users

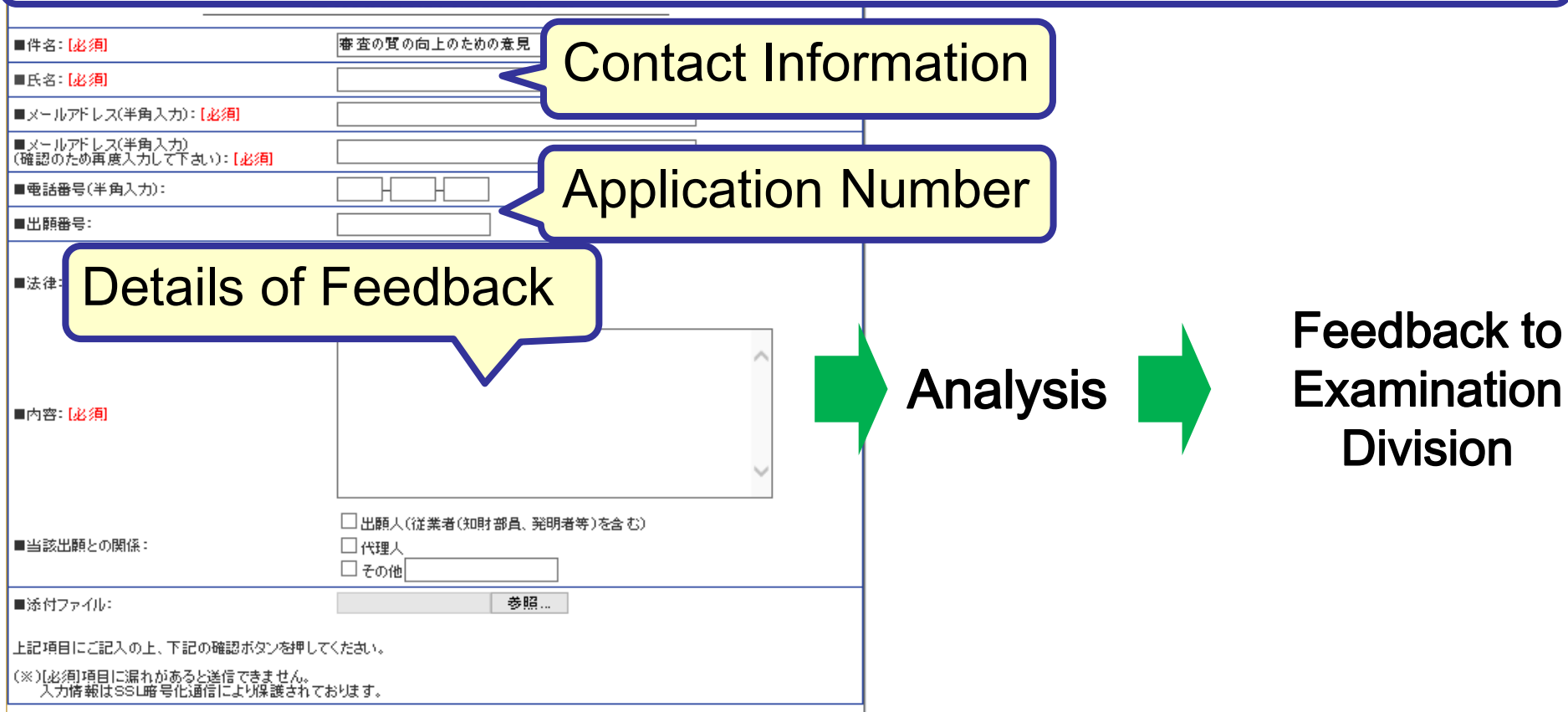
- Industry Group
- Applicants (Companies)
- Attorneys
- Inventors
- JIPA and JPAA
- IPO and AIPLA

JIPA: Japan Intellectual Property Association  
JPAA: Japan Patent Attorneys Association  
IPO: Intellectual Property Owners Association  
AIPLA: American Intellectual Property Law Association

Around 360 meetings ( in FY 2016 )



The Quality Management Office accepts feedback from users on examination quality through the JPO website anytime, in addition to by telephone and FAX.



■件名: [必須] 審査の質の向上のための意見

■氏名: [必須]

■メールアドレス(半角入力): [必須]

■メールアドレス(半角入力)  
(確認のため再度入力して下さい): [必須]

■電話番号(半角入力):

■出願番号:

■法律:

■内容: [必須]

■当該出願との関係:  
 出願人(従業者(知財部員、発明者等)を含む)  
 代理人  
 その他

■添付ファイル: 参照...

上記項目にご記入の上、下記の確認ボタンを押してください。  
(※)[必須]項目に漏れがあると送信できません。  
入力情報はSSL暗号化通信により保護されております。

Callouts:  
- Contact Information (points to name and email fields)  
- Application Number (points to application number field)  
- Details of Feedback (points to content text area)

Flow: Form → Analysis → Feedback to Examination Division

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#### User Needs

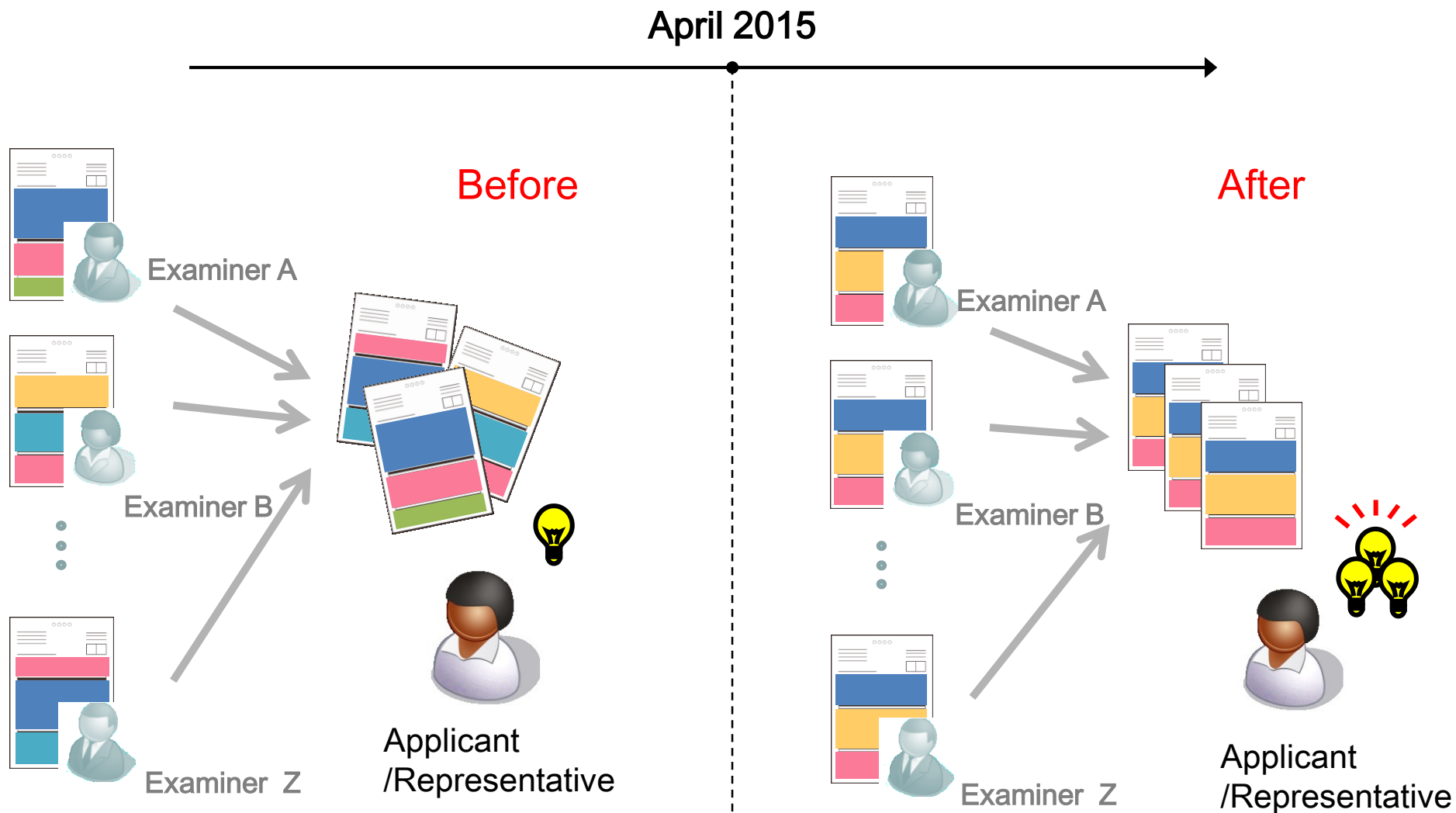
- In order to facilitate further users' understanding of examination, it is necessary to convey the content of notices of reasons for refusal in accurate and easy-to-understand manner.
- It is advisable to write in a way that users at domestic and abroad can easily understand the content in terms of the logical development of patentability judgement, and results of judgment.

#### Corresponding Initiatives

- Standardization of Notification Form
  - ✓ The shorthand notation of the reason for refusal should be written at the beginning of the Article.
  - ✓ The cited parts of the cited documents should be specified, if examiner refers to the cited documents in the reasons for refusal of lack of novelty, inventive step, etc.

⋮

### 3. Reflection of user needs to initiatives



#### User Needs

- It is advisable to reduce discrepancy for predictability of examination results.

#### Corresponding Initiatives

- Promotion of Consultation **Around 50,000 cases ( in FY 2016 )**
- Formulate guideline for managers' check (since 2015 ~)

\*Managers' checks are worked better as quality assurance after standardization by the guideline.

Thank you  
for your attention!

JP 2900001 B2 2009.12.1													
(19) 日本国特許庁 (JP)	(12) 特許公報 (B2)												
(11) 特許番号 特許第2900001号 (P2900001)													
(45) 発行日 平成21年12月1日 (2009.12.1)	(24) 登録日 平成21年10月1日 (2009.10.1)												
<table border="1"> <tr> <td>(51) Int. Cl.</td> <td>F I</td> </tr> <tr> <td>G 0 1 B 12/345 (2006.01)</td> <td>G 0 1 B 12/34 1 0 1 B</td> </tr> <tr> <td>G 0 2 C 9/87 (2006.01)</td> <td>G 0 2 C 9/87 Z N A</td> </tr> <tr> <td>G 0 1 B 67/89 (2006.03)</td> <td>G 0 1 B 67/89 Z</td> </tr> <tr> <td>G 0 1 B 12/345 (2006.03)</td> <td>G 0 1 B 12/345 U</td> </tr> <tr> <td>G 0 1 B 34/56 (2007.01)</td> <td>G 0 1 B 34:56</td> </tr> </table>		(51) Int. Cl.	F I	G 0 1 B 12/345 (2006.01)	G 0 1 B 12/34 1 0 1 B	G 0 2 C 9/87 (2006.01)	G 0 2 C 9/87 Z N A	G 0 1 B 67/89 (2006.03)	G 0 1 B 67/89 Z	G 0 1 B 12/345 (2006.03)	G 0 1 B 12/345 U	G 0 1 B 34/56 (2007.01)	G 0 1 B 34:56
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請求項の数 2 (全 6 頁) 最終頁に続く													
(21) 出願番号 特願平11-123456 (22) 出願日 平成11年12月20日 (1999.12.20) (65) 公開番号 特開2000-123456 (P2000-123456A) (43) 公開日 平成12年6月20日 (2000.6.20) 審査請求日 平成12年8月18日 (2000.8.18) (31) 優先権主張番号 83304359.9 (32) 優先日 平成10年11月12日 (1998.11.12) (33) 優先権主張国 フランス (FR) (31) 優先権主張番号 96/12583 (32) 優先日 平成8年12月4日 (1996.12.4) (33) 優先権主張国 米国 (US)  微生物の受託番号 FERM BP-3235 微生物の受託番号 NRRL B-18292 微生物の受託番号 NRRL B-18222	(73) 特許権者 390000011 特実 花子 東京都千代田区霞が関4-2-1 (74) 代理人 123456789 弁理士 代理 太郎 (72) 発明者 発明 太郎 神奈川県横浜須賀町1丁目220番地  審査官 審査 太郎												
(54) 【発明の名称】 ファクシミリ走査装置													
(57) 【特許請求の範囲】 【請求項1】 電話回線を用いて相互通信を行うファクシミリ端末等によるパラメータを通知し、通信時の端末パラメータを識別するに含む制御信号の送信側端末は該制御信号のファクシミリフィールドに分離し、各サブフィールドの情報を分離するデータ中には現れない特定の識別コードを挿入してファクシミリ端末の識別コードを検出し、該ファクシミリ情報フィールドの端末パラメータの内容を検出することを特徴とする方式。 【請求項2】 請求項1の装置を用いる方法・・・・・・。 【発明の詳細な説明】 【技術分野】 【0001】 本発明は簡単にして、装置機能のパラメータの拡張が容易なファクシミリ識別方式に関するものである。													

